

CHUCK e. FOCUS

Week 51 – December 28, 2018

CHECK OUT THESE NUMBERS!

SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR
MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!

	Restaurant	2017	2018	YOY
1.	Houston 1960, TX #032	\$12,260	\$27,034	120.5%
2.	Methuen, MA #752	\$11,899	\$23,812	100.1%
3.	Springfield, MA #476	\$7,343	\$14,469	97.1%
4.	Greece, NY #839	\$9,545	\$18,712	96.0%
5.	New Hartford, NY #646	\$3,563	\$6,814	91.2%
6.	Rohnert Park, CA #399	\$14,983	\$28,229	88.4%
7.	Newark, CA #321	\$12,130	\$21,757	79.4%
8.	Costa Mesa, CA #421	\$14,225	\$25,327	78.0%
9.	Doylestown, PA #762	\$8,198	\$14,218	73.4%
10.	Lubbock, TX #933	\$9,047	\$15,667	73.2%



HAPPY HOLIDAYS!



Team West Des Moines #958



Team Katy #598



Team Naperville #097

The Support Center will be closed for the New Years Holiday on Tuesday, January 1st.
We will re-open for normal business hours on Wednesday, January 2nd.
We would like to wish everyone a happy and safe New Years Holiday!

a&b moments...

I wish I knew the name of the outstanding employee that went **above & beyond** today. I had taken two foster children to supervise a Christmas visit with the birth family. They waited for the mom and the dad to both show for their visits and neither ended up coming on Christmas Eve. I was so sad and had no reason to think they wouldn't show so I was not prepared to have them play because the birth family was to take care of meal and games. After a long time an employee was walking by and saw that we were still waiting. She offered a pass card that they could use for a few games. They were so excited! The boys didn't even mind that their parents didn't show, **they got to play at Chuck E. Cheese**. Thank you to the employee who allowed me to cry a little and gave two small foster children the best gift of playing games at Chuck E. Cheese. Thank you!

Northeast Region
Cedar Falls, IA #655
RVP Chris Kelly
DM Eric Montes
GM Kristy Conkity

My grandson's party was Sunday 12/16/18 at 1:30 PM. Our party assistant Addressa was wonderful! **She made extra efforts to assure my grandson had a great experience**. He was a little overwhelmed with the stage and characters, and Addressa was just great! We will definitely request her for our future parties. **She is outstanding and represents your organization very well**. Thanks for the experience.

Southeast Region
Knoxville, TN #055
RVP Bill Eich
AD Jim Hamblen
GM Stephen Riggs
Cast Member Addressa

I would like to thank the Newark team for helping us arrange a birthday party for our 3 year old son, Ekas. Manager **Joe went out of his way to make sure our guests were enjoying every second of the party**. Joe played a very crucial role both inside the kitchen and as host in our party. It was a very stressful situation for him and I really appreciate the way he managed everything. He also had a pizza for us cooked by him. Overall **his energy and commitment was top notch**. Please pass my appreciation note to him and I hope he will be able to remember moments from our party.

Western Region
Newark, CA #321
RVP Jim Brawley
AD Adam Shafran
GM Masood Hashim
Manager Joe

anniversaries

20+ YEARS

30 YEARS

James Pelkey

General Manager ~ 752

20 YEARS

Jonathan Brock

Core Cast Member ~ 969

15 YEARS

Jose Pagan ~ 498

Jonathan Reigle ~ 775

10 YEARS

Silvia Figueroa ~ 380

Francisco Rosas ~ 461

Maria Perez ~ 585

Enlida Flamenco ~ 616

5 YEARS

Quevin Argueta ~ 099

Emily Galindo-James ~ 332

Solomon Buhari ~ 752

PIN RUBY earners

The A&B Party Server Program is getting so much traction, we need a full page dedicated to these awesome Party Servers to celebrate their accomplishments!



Congratulations to Troy Watring and Team Crystal Lake, as they get to award their very first Ruby Pin Earner, Isabel Mendez! Isabel has been part of the Chuck E. family for 2 years now, and you can see it in her performances day after day how much she truly loves her job! Isabel has a warm spot in her heart to make every child's party special. She feels that a birthday at CEC is not just another day, but a time to put the spotlight on the birthday child and ensure that it is memorable for the rest of their lives. Thank you Isabel, for setting a great example of the perfect party server and for all you do; your Ruby Pin is very much deserved!

~ The hostess was very kind, friendly, and organized. I loved the help she gave during the birthday party. The new coin cards are very convenient. We liked them over the tokens to play games. The food was very good. As a parent, I really appreciate the security at Chuck E. Cheese's (having each family stamped with the same number and checked before exiting). It was a great experience all together for the kids and the parents as well. ~

~ My party host Isabel was amazing, attentive, and on top of everything we needed. Super sweet and made my daughter's birthday unforgettable. I would have her birthday party there again and request Isabel. The Manager Daisy was great as well and nice. They both made her party great. ~

Team Selma and Bill Pressel have done it once again! Congratulations to Celeste Rodriguez on being their next Ruby Pin Earner! Celeste has been part of the Chuck E. Cheese family for 2 ½ years now, and has been consistently soaring above & beyond! Celeste is always making sure the first thing she does is introduce herself to the birthday child and she always makes time to play at least 1 game with them. Celeste always makes sure to have everything prepared before the parents have to ask, and a constant smile is a given! Thank you Celeste, for all you do. Your Ruby Pin is very much deserved!

~ Celeste was very attentive and made my 1st experience with Chuck E. Cheese stress free! We will be booking future parties. ~

~ We had a big party and despite the size, our host Celeste was on top of serving and everything ran smoothly. My birthday girl had a wonderful time. ~

~ Excellence from our hostess Celeste. She was awesome and took care of us in every way possible. I would recommend her to anyone that asked. Thank you so much, Joshua enjoyed his party very much. ~



Congratulations to Eric Bargas and Team Wichita Falls in being able to award their first Ruby Pin Earner, Cason Byrd! Cason has been part of the Chuck E. family for just 8 months, and already has soared to the top with his amazing super hero skills. Cason is always making sure the party parents are happy and have everything they need. He is sure to never disappoint, making the Birthday Show a huge deal for the birthday child. You will never catch Cason without a smile on his face. Thank you Cason, for all you do. Your Ruby Pin is very much deserved!

~ Our host went above & beyond. Cason surpassed our expectations and made our party a smashing success! ~

~ Our Party Host Cason was amazing! He was always polite, courteous, professional, and personable. He went out of his way to make our little daughter happy and comfortable. ~

~ Cason was our host and he was amazing. He talked to the kids (all 4 and 5 year old's) and made my sons birthday party experience the best for him and super easy on me. Cason is who I will recommend for sure! ~



WORK ORDER TIPS

Tip of the Week:

Avoid delays in service

When creating your work order, make sure you provide as much detail as possible before hitting submit. Double/triple check all details to ensure it is as accurate as possible. See the highlights and tips below:

1. Always verify equipment picked is correct. Picking the wrong equipment may send the wrong vendor. (example: if it is a roof leak pick 'roofing', not 'ceiling')
2. Priority should be picked and double checked as the last thing before hitting save. Priority can change as you fill out the work order. You don't want to send it as routine if it is an emergency or pay emergency rates if it can wait until the next day.
3. The more specific your description of the issue, the more prepared your vendor will be when coming to service.
4. Verify the correct vendor/provider is listed for service. This should not be blank. Having no vendor or the wrong vendor can delay service and cost you a trip charge for the wrong vendor being dispatched.

CREATE WORK ORDER
COMPLETE THE REQUIRED FIELDS TO RAISE A WORK ORDER FOR SERVICE

Asset Tag:

Site:

Category:

Subcategory:

Asset Type:

Department:

Location Details:

Problem Type:

Operational Status:

Priority:

Problem Description:

Upload Document: No file chosen

Requestor:

Assigned Provider:

CEC Test External Provider
730 2nd Ave S
Suite 100
Minneapolis, MN 55402
Email: 123@mail.com

Alternate Provider:



RISK management

Tip of the Week:

Handle hazardous chemicals with care:

- Wear Goggles
- Do not leave spray bottles unattended
- Use the correct cleaning products for the task and never mix chemicals



1ST QUARTER LTO

By now, everyone should have received an auto-shipment of boxes for the Rock N' Pizza Roll.

If you have not, please contact purchasing at purchasing@cecentertainment.com



More boxes will be available towards the end of January to order with a 1 case limit per order. This item will automatically be added to your order guide when available.

If you have any questions, please reach out to your Regional L&D Manager at learning@cecentertainment.com



sales contest

Thank you to everyone for your extraordinary efforts in the Gift Card Sales Contest! Results are currently being tabulated and will soon be announced!

CHUCK E. CHEESE'S HOT JOBS



General Manager

330 ~ Birmingham, AL
785 ~ Orange, CA
869 ~ Columbus, GA
678 ~ Joliet, IL
687 ~ Riverpoint, IL

346 ~ Indianapolis, IN
568 ~ Lincoln, NE
647 ~ Queens, NY
090 ~ White Settlement, TX
343 ~ Spokane North, WA

District Tech Manager

District Tech Manager
District Tech Manager
District Tech Manager
District Tech Manager
District Tech Manager
District Tech Manager

Alexandria, LA #048
Winchester, VA #119
Hickory, NC #382
Bell, CA #446
Pico Rivera, CA #440
Manassas, VA #118

Tech Manager

108 ~ Redwood City, CA
373 ~ Gilroy, CA
422 ~ Garden Grove, CA
441 ~ San Diego, CA
784 ~ Vista, CA
788 ~ Escondido, CA
463 ~ Waterbury, CT

066 ~ Jax/Orange Park, FL
600 ~ Alpharetta, GA
961 ~ Topeka, KS
963 ~ Lexington, KY
774 ~ Takoma Park, MD
478 ~ Danvers, MA
713 ~ Southgate, MI

520 ~ Albany, NY
891 ~ Tulsa, OK
529 ~ Springfield, PA
860 ~ Sioux Falls, SD
056 ~ Richmond, VA
084 ~ Fairfax, VA
319 ~ Greenbay, WI

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



peter piper pizza.

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions